

14 FAH-5 H-320 SETTING UP MAIL FORWARDING FILES

*(CT:DPO-1; 11-14-2013)
(Office of Origin: A/LM)*

14 FAH-5 H-321 RESPONSIBILITY FOR DPO MAIL FORWARDING

(CT:DPO-1; 11-14-2013)

- a. Forwarding service refers to the procedures for developing and maintaining postal forwarding files and processing "undeliverable as addressed" mail. Diplomatic Post Office (DPO) personnel, acting as United States Postal Service (USPS) agents, are bound by the U.S. Code and must adhere to USPS regulations, policy and guidance on directory service. USPS regulations cannot be waived or mitigated by the Department.
- b. DPOs must maintain a file on personnel receiving mail through their facility. The file must include all personnel serviced including those on temporary duty assignment (TDY), scheduled to arrive, and permanently departed.
- c. Release of any address information to anyone without the sponsor's written authorization is expressly prohibited.

14 FAH-5 H-322 POSTAL FORWARDING FILES

14 FAH-5 H-322.1 Creating Postal Forwarding Files

(CT:DPO-1; 11-14-2013)

The information used in the Postal Forwarding File, especially personally identifiable information, must be handled in accordance with the Privacy Act and 5 FAM 460:

- (1) Postal forwarding information for sponsors must contain, at a minimum, their name (last, first, and middle initial), section, and mailing address (unit and box number). List the names of the sponsor's family members on the sponsor's record;
- (2) If a sponsor has family members with a different last name, prepare and file a separate record for each family member. Cross-reference this record with the sponsor's record and maintain it in the same manner. Also, follow this procedure for personnel who have changed their name; and

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- (3) Arrange the directory alphabetically, by last name, in one file, if using hard copy records. DPOs may use computer listings or electronic storage instead of hard copy record files, which must be protected in accordance with Department PII policy. Computerized database directories, with search-by-name capacity, do not need to be filed alphabetically. If computers are used for forwarding service, data must be backed up on a regular basis.

14 FAH-5 H-322.2 Postal Forwarding Files For Transitioning Personnel

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- a. Postal directory information for transitioning personnel must include the date departed, purge date, forwarding address, and a projected arrival date at the new address. Transitioning personnel must not provide a separation or transfer point as a forwarding address, except that DPOs may forward mail for transiting State personnel to the Department's Employee Service Center (ESC).
- b. When the DPO no longer services the sponsor, code the directory record for destruction in 12 months. For example, if a sponsor departs in July 2009, code the directory file for destruction in August 2010. If a sponsor was assigned to post or on TDY orders for 6 months or less, code the directory record for destruction in 6 months after termination of the assignment or TDY. For example, if the sponsor has a May departure, code the record for destruction in December.
- c. Post changes and updated information daily. During the first workweek of each month, screen the directory file and remove and destroy all expired records.

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